TSS *Functionality Overview*

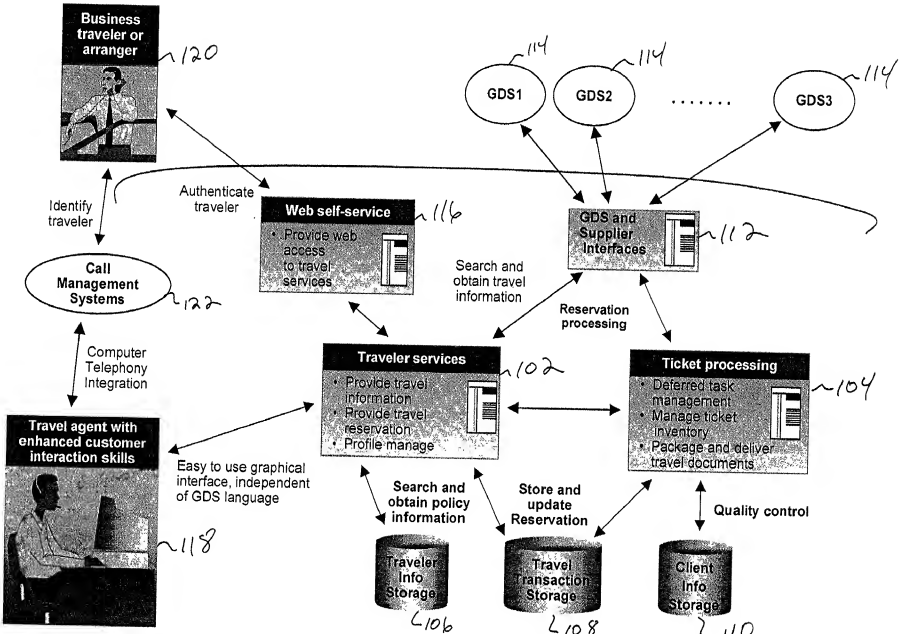


FIG. 1

Traveler Service System Overview

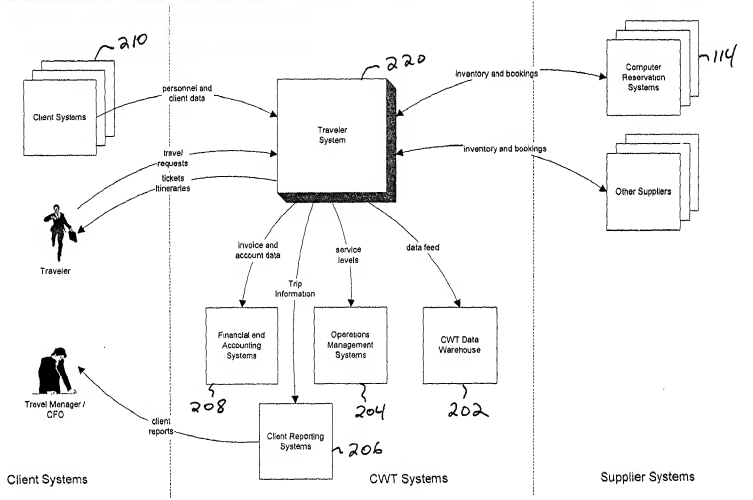


FIG. 2

Carlson
Wagonlit
Travel
User identifier:
j_doe
User password:
******
OK
Cancel

FIG. 3

5,010,487

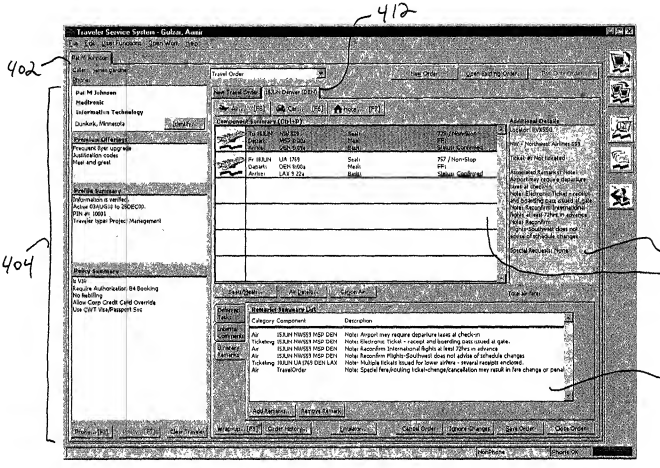


FIG. 4

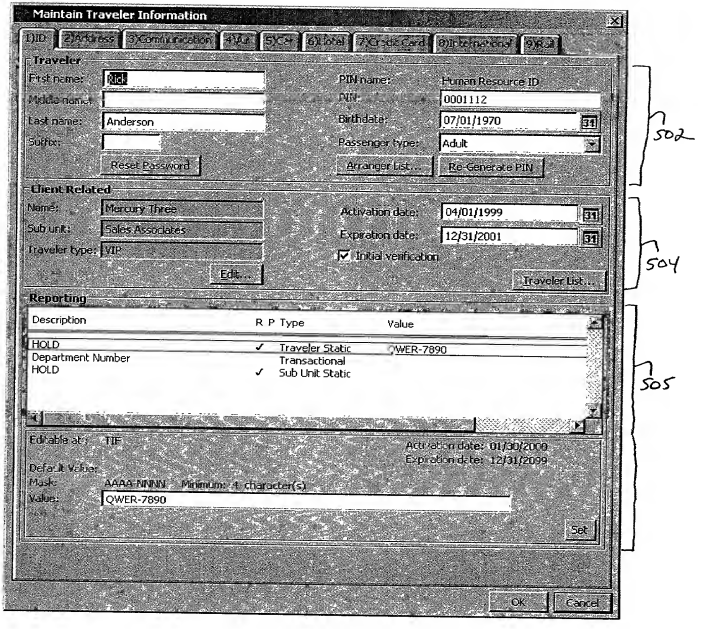

500
Maintain Traveler Information
1)ID
2)Address
3)Communication
4)VIP
5)CSR
6)Portal
7)Credit Card
8)Preferences
9)Misc
Traveler
First name:
Rich
Middle name:
Last name:
Anderson
Suffix:
Reset Password
PIN name:
Human Resource ID
PIN:
0001112
Birthdate:
07/01/1970
Passenger type:
Adult
Arranger List...
Re-Generate PIN
502
Client Related
Name:
Mercury Three
Sub unit:
Sales Associates
Traveler type:
VIP
Edit...
Activation date:
04/01/1999
Expiration date:
12/31/2001
Initial verification
Traveler List...
504
Reporting
Description
R
P
Type
Value
HOLD
Traveler Static
QWER-7890
Department Number
Transactional
HOLD
Sub Unit Static
505
Editable at:
TIP
Activation date: 01/30/2000
Expiration date: 12/31/2099
Default Value:
Mask:
AAAA-NNNN
Minimum: 4 character(s)
Value:
QWER-7890
Set
OK
Cancel

FIG. 5A

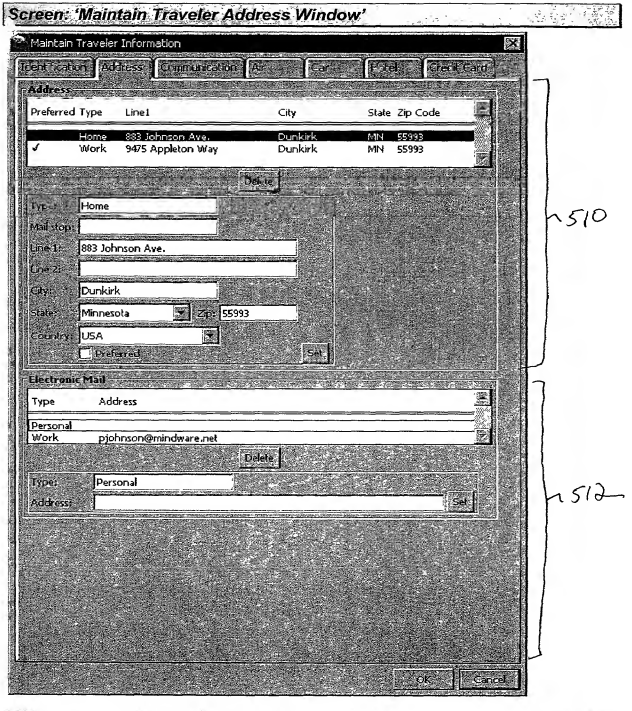

Screen: 'Maintain Traveler Address Window'
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Hotel
Credit Card
Address
Preferred Type Line1 City State Zip Code
Home 883 Johnson Ave. Dunkirk MN 55993
Work 9475 Appleton Way Dunkirk MN 55993
Delete
Type: Home
Mail stop:
Line1: 883 Johnson Ave.
Line2:
City: Dunkirk
State: Minnesota
Zip: 55993
Country: USA
Preferred
Set
Electronic Mail
Type Address
Personal
Work pjohnson@mindware.net
Delete
Type: Personal
Address:
Set
OK
Cancel
510
512

FIG. 5B

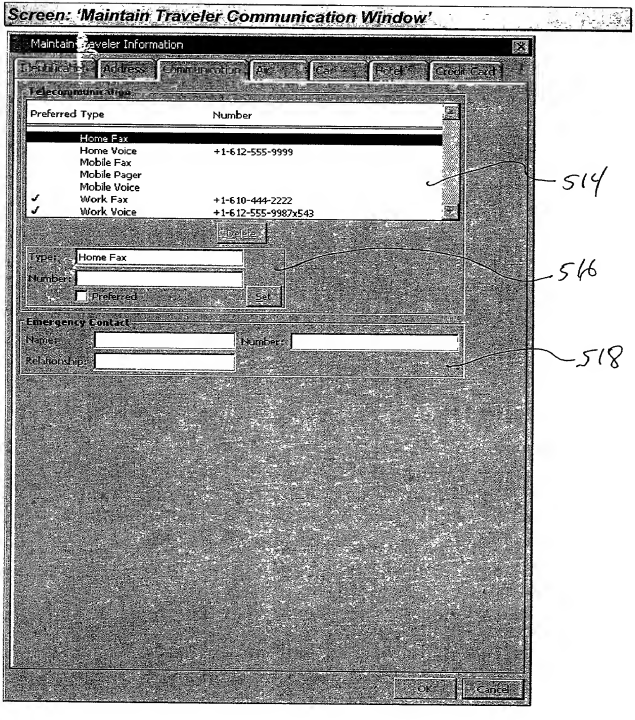

Screen: 'Maintain Traveler Communication Window'
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Rail
Credit Card
Telecommunications
Preferred Type
Number
Home Fax
Home Voice
+1-612-555-9999
Mobile Fax
Mobile Pager
Mobile Voice
Work Fax
+1-610-444-2222
Work Voice
+1-612-555-9987x543
Modify...
Type:
Home Fax
Number:
Preferred
Set
Emergency Contact
Name:
Number:
Relationship:
OK
Cancel
514
516
518

FIG. 5C

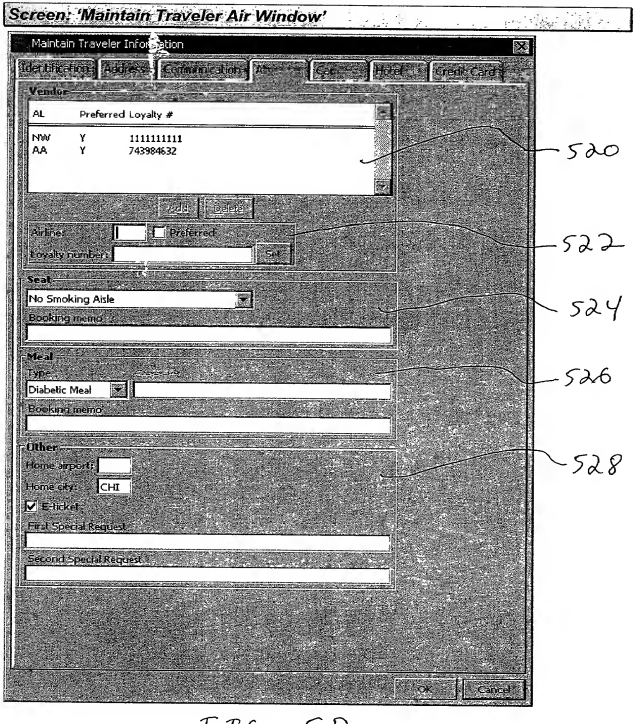

Screen: 'Maintain Traveler Air Window'
Maintain Traveler Information
Identifications
Addresses
Communications
Air
Car
Hotel
Credit Cards
Vendor
AL Preferred Loyalty #
NW Y 1111111111
AA Y 743984632
Add
Delete
Airline
Preferred
Loyalty number
Set
Seat
No Smoking Aisle
Booking memo
Meal
Type
Diabetic Meal
Booking memo
Other
Home airport
Home city
CHI
E-ticket
First Special Request
Second Special Request
OK
Cancel
520
522
524
526
528

FIG. 5D

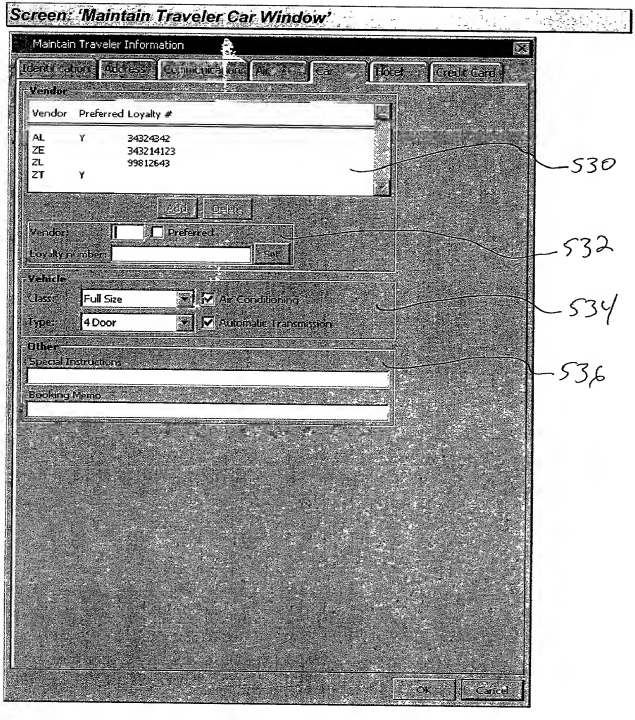

Screen: 'Maintain Traveler Car Window'
Maintain Traveler Information
Identification
Address
Air
Car
Hotel
Credit Card
Vendor
Vendor Preferred Loyalty #
AL Y 34324342
ZE 343214123
ZL 99812643
ZT Y
Add
Delete
Vendor:
Preferred
Loyalty Number:
Self
Vehicle
Class:
Full Size
Air Conditioning
Type:
4 Door
Automatic Transmission
Other
Special Instructions
Booking Memo
OK
Cancel
530
532
534
536

FIG. 5E

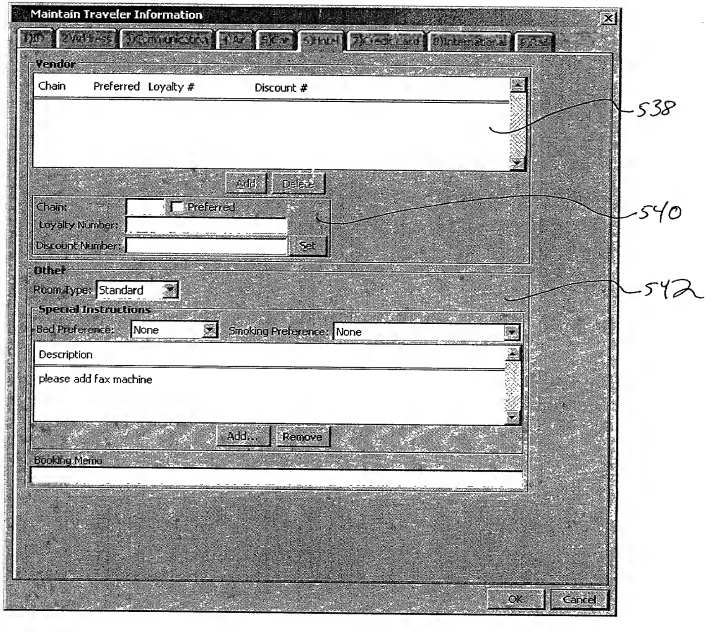

Maintain Traveler Information
Vendor
Chain
Preferred
Loyalty #
Discount #
538
Add
Delete
Chain:
Preferred
Loyalty Number:
Discount Number:
Set
540
Other
Room Type:
Standard
542
Special Instructions
Bed Preference:
None
Smoking Preference:
None
Description
please add fax machine
Add...
Remove
Booking Memo
OK
Cancel

FIG. 5F

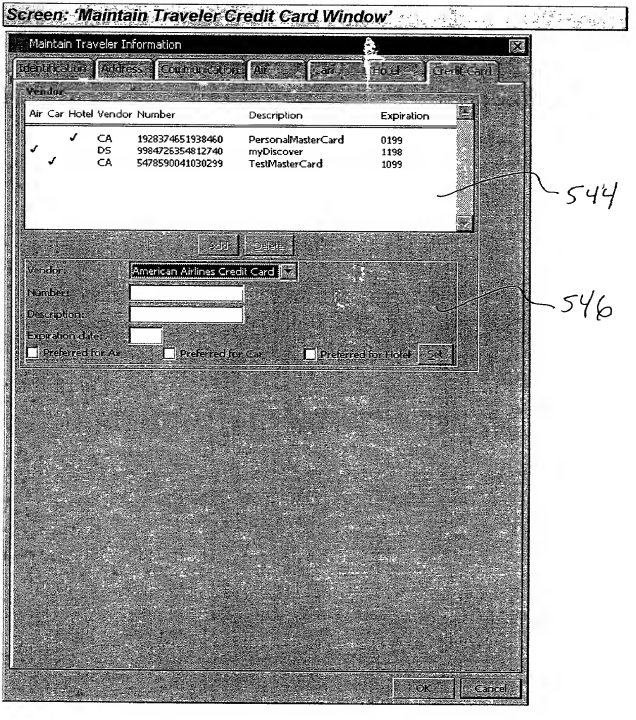

Screen: 'Maintain Traveler Credit Card Window'
Maintain Traveler Information
Identification
Address
Frequent Options
Air
Car
Hotel
Credit Card
Vendor
Air Car Hotel Vendor Number Description Expiration
CA 1928374651938460 PersonalMasterCard 0199
DS 9984726354812740 myDiscover 1198
CA 5478590041030299 TestMasterCard 1099
544
Add
Delete
Vendor:
American Airlines Credit Card
Number:
Description:
Expiration date:
546
Preferred for Air
Preferred for Car
Preferred for Hotel
OK
Cancel

FIG. 5G

Screen: 'Determine Policy Window'

548

FIG. 5H

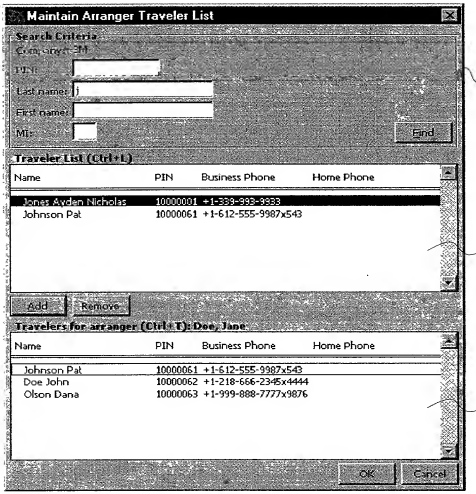

Maintain Arranger Traveler List
Search Criteria
PIN:
Last name:
First name:
MI:
Find
550
Traveler List (Ctrl+L)
Name
PIN
Business Phone
Home Phone
Jones Ayden Nicholas
10000001
+1-888-888-8888
Johnson Pat
10000061
+1-612-555-9987x543
552
Add
Remove
Travelers for arranger (Ctrl+T): Doe, Jane
Name
PIN
Business Phone
Home Phone
Johnson Pat
10000061
+1-612-555-9987x543
Doe John
10000062
+1-218-666-2345x4444
Olson Dana
10000063
+1-999-888-7777x9876
554
OK
Cancel

FIG. 5I

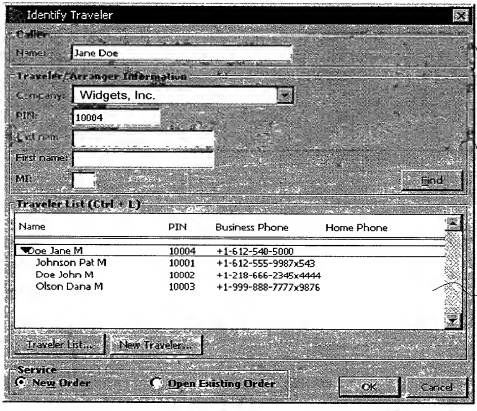

Identify Traveler
Caller
Name: Jane Doe
Traveler/Arranger Information
Company: Widgets, Inc.
PIN: 10004
Last name:
First name:
MI:
Find
Traveler List (Ctrl + L)
Name PIN Business Phone Home Phone
Doe Jane M 10004 +1-612-540-5000
Johnson Pat M 10001 +1-612-555-9987x543
Doe John M 10002 +1-218-666-2345x4444
Olson Dana M 10003 +1-999-888-7777x9876
Traveler List...
New Traveler...
Service
New Order
Open Existing Order
OK
Cancel
556
558
560

FIG. 5J

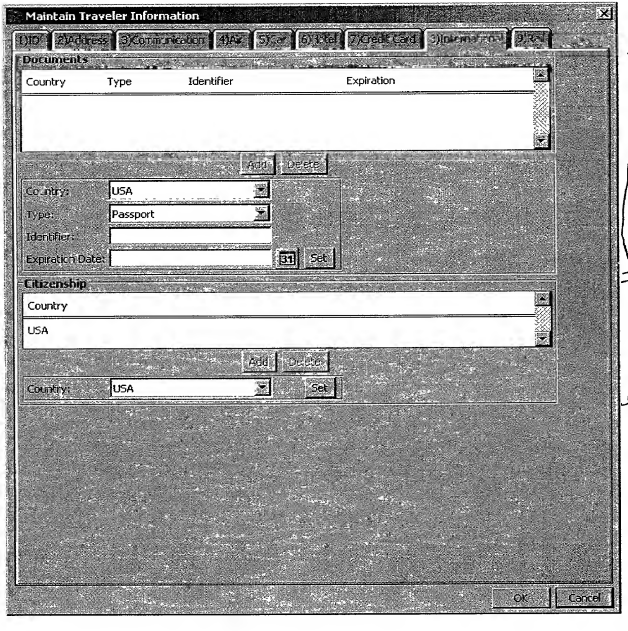

Maintain Traveler Information
Documents
Country
Type
Identifier
Expiration
Add
Delete
Country:
USA
Type:
Passport
Identifier:
Expiration Date:
31
Set
Citizenship
Country
USA
Add
Delete
Country:
USA
Set
OK
Cancel
506
508

FIG. 5K

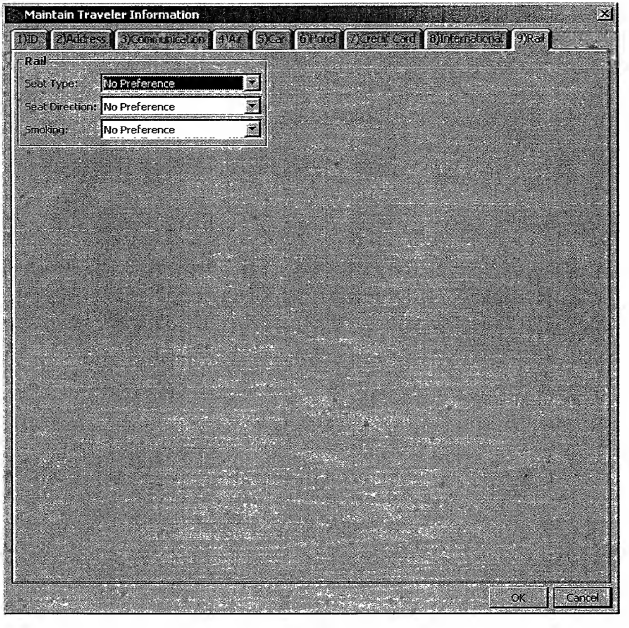

Maintain Traveler Information
1)ID
2)Address
3)Communication
4)Air
5)Car
6)Hotel
7)Credit Card
8)Information
9)Rail
Rail
Seat Type:
No Preference
Seat Direction:
No Preference
Smoking:
No Preference
OK
Cancel

FIG. 5L

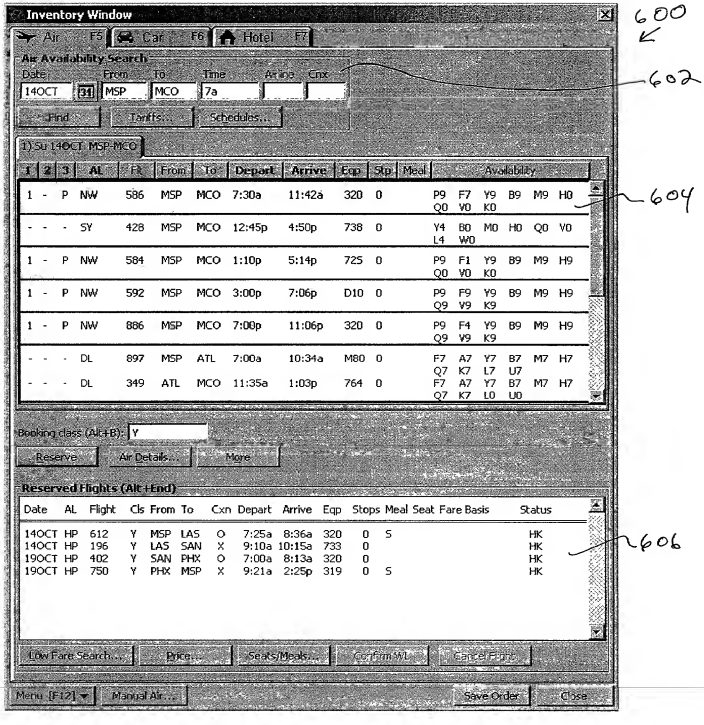

Inventory Window
Air F5
Car F6
Hotel F7
Air Availability Search
Date
From
To
Time
Arrng
Cnx
14OCT
31
MSP
MCO
7a
Find...
Tariffs...
Schedules...
1) Su 14OCT MSP-MCO
1
2
3
AL
Flt
From
To
Depart
Arrive
Eqp
Stp
Meal
Availability
1 - P NW 586 MSP MCO 7:30a 11:42a 320 0 P9 F7 Y9 B9 M9 H0 Q0 V0 K0
- - - SY 428 MSP MCO 12:45p 4:50p 738 0 Y4 B0 M0 H0 Q0 V0 L4 W0
1 - P NW 584 MSP MCO 1:10p 5:14p 725 0 P9 F1 Y9 B9 M9 H9 Q0 V0 K0
1 - P NW 592 MSP MCO 3:00p 7:06p D10 0 P9 F9 Y9 B9 M9 H9 Q9 V9 K9
1 - P NW 886 MSP MCO 7:00p 11:06p 320 0 P9 F4 Y9 B9 M9 H9 Q9 V9 K9
- - - DL 897 MSP ATL 7:00a 10:34a M80 0 F7 A7 Y7 B7 M7 H7 Q7 K7 L7 U7
- - - DL 349 ATL MCO 11:35a 1:03p 764 0 F7 A7 Y7 B7 M7 H7 Q7 K7 L0 U0
Booking class (Alt+B):
Reserve
Air Details...
More
Reserved Flights (Alt+End)
Date AL Flight Cls From To Cxn Depart Arrive Eqp Stops Meal Seat Fare Basis Status
14OCT HP 612 Y MSP LAS O 7:25a 8:36a 320 0 S HK
14OCT HP 196 Y LAS SAN X 9:10a 10:15a 733 0 HK
19OCT HP 402 Y SAN PHX O 7:00a 8:13a 320 0 HK
19OCT HP 750 Y PHX MSP X 9:21a 2:25p 319 0 S HK
Low Fare Search...
Price...
Seats/Meals...
Confirm WL
Cancel Flight
Menu [F12]
Manual Air...
Save Order
Close
600
602
604
606

FIG. 6A

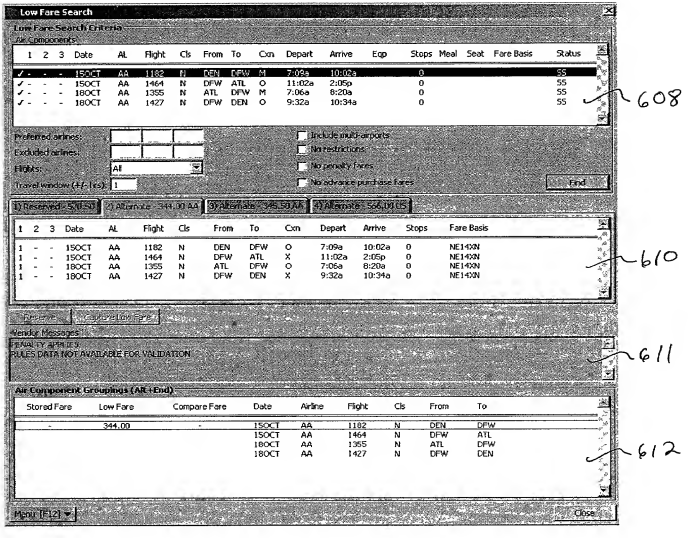

Low Fare Search
Low Fare Search Criteria
Air Components
608
Preferred airlines:
Excluded airlines:
Flights:
Travel window (+/- hrs):
Include multi-airports
No restrictions
No penalty fares
No advance purchase fares
Find
610
Vendor Messages
611
RULES DATA NOT AVAILABLE FOR VALIDATION
Air Component Groupings (AR+End)
612
Menu [F12]
Close

FIG. 6B

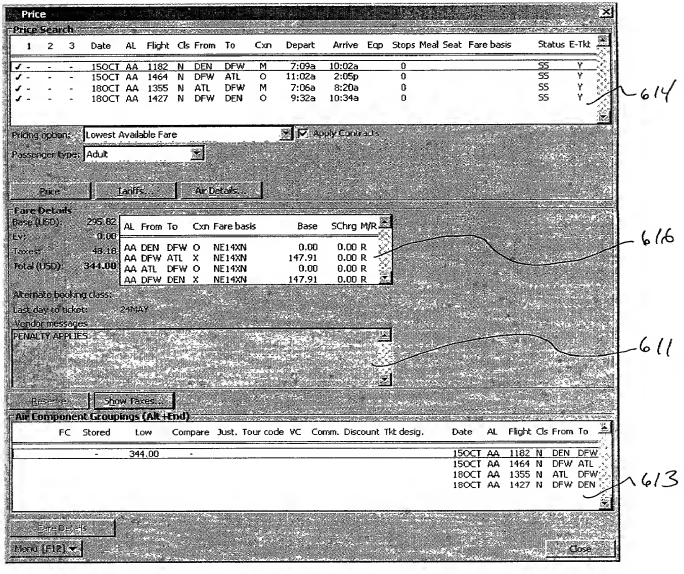

Price
Price Search
1 2 3 Date AL Flight Cls From To Cxn Depart Arrive Eqp Stops Meal Seat Fare basis Status E-Tkt
✓ - - - 15OCT AA 1182 N DEN DFW M 7:09a 10:02a 0 SS Y
✓ - - - 15OCT AA 1464 N DFW ATL O 11:02a 2:05p 0 SS Y
✓ - - - 18OCT AA 1355 N ATL DFW M 7:06a 8:20a 0 SS Y
✓ - - - 18OCT AA 1427 N DFW DEN O 9:32a 10:34a 0 SS Y
614
Pricing options: Lowest Available Fare
Apply Contracts
Passenger types: Adult
Price
Tariffs
Air Details...
Fare Details
Base (USD): 295.82
EV: 0.00
Taxes: 48.18
Total (USD): 344.00
AL From To Cxn Fare basis Base SChrg M/R
AA DEN DFW O NE14XN 0.00 0.00 R
AA DFW ATL X NE14XN 147.91 0.00 R
AA ATL DFW O NE14XN 0.00 0.00 R
AA DFW DEN X NE14XN 147.91 0.00 R
616
Alternate booking class:
Last day to ticket: 24MAY
Vendor messages:
PENALTY APPLIES
611
Show Taxes...
Air Component Groupings (Alt+End)
FC Stored Low Compare Just. Tour code VC Comm. Discount Tkt desig. Date AL Flight Cls From To
- 344.00 - 15OCT AA 1182 N DEN DFW
15OCT AA 1464 N DFW ATL
18OCT AA 1355 N ATL DFW
18OCT AA 1427 N DFW DEN
613
Menu (F12)
Close

FIG. 6C

Screen: 'Rules Window'

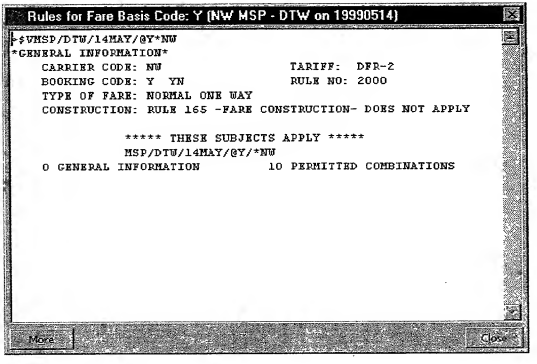


FIG. 6D

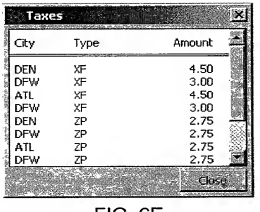

Taxes
City
Type
Amount
DEN XF 4.50
DFW XF 3.00
ATL XF 4.50
DFW XF 3.00
DEN ZP 2.75
DFW ZP 2.75
ATL ZP 2.75
DFW ZP 2.75
Close

FIG. 6E

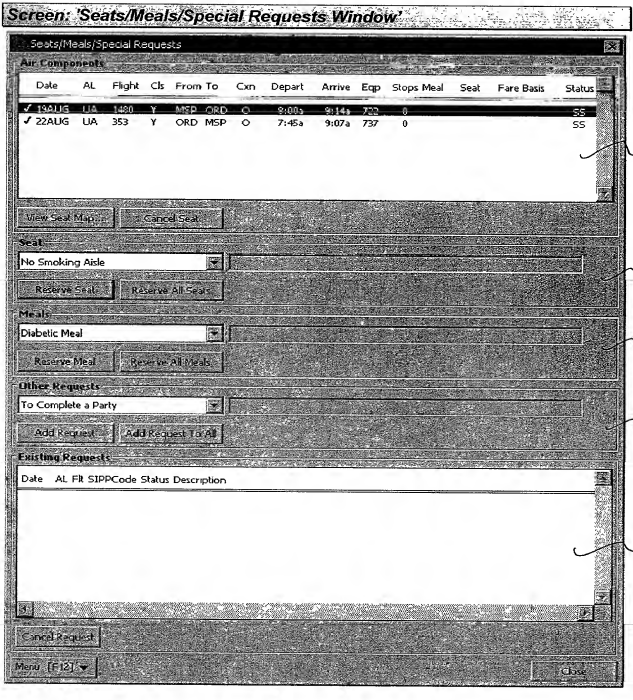

Screen: 'Seats/Meals/Special Requests Window'
Seats/Meals/Special Requests
Air Components
Date AL Flight Cls From To Cxn Depart Arrive Eqp Stops Meal Seat Fare Basis Status
✓ 19AUG UA 1480 Y MSP ORD O 9:00a 9:14a JET 0 SS
✓ 22AUG UA 353 Y ORD MSP O 7:45a 9:07a 737 0 SS
View Seat Map
Cancel Seat
Seat
No Smoking Aisle
Reserve Seat
Reserve All Seat
Meals
Diabetic Meal
Reserve Meal
Reserve All Meals
Other Requests
To Complete a Party
Add Request
Add Request To All
Existing Requests
Date AL Flt SIPPCode Status Description
Cancel Request
Menu (F12)
Close
620
622
624
626
628

FIG. 6F

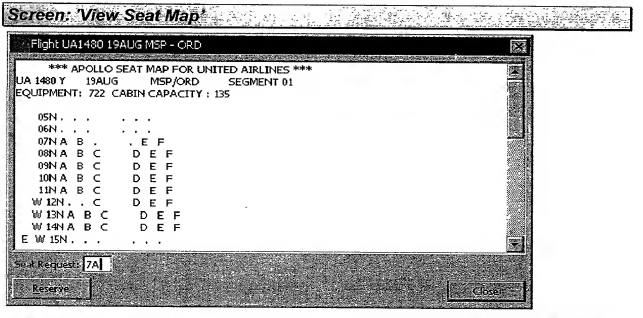

Screen: 'View Seat Map'
Flight UA1480 19AUG MSP - ORD
*** APOLLO SEAT MAP FOR UNITED AIRLINES ***
UA 1480 Y 19AUG MSP/ORD SEGMENT 01
EQUIPMENT: 722 CABIN CAPACITY : 135
05N . . . . . .
06N . . . . . .
07N A B . . E F
08N A B C D E F
09N A B C D E F
10N A B C D E F
11N A B C D E F
W 12N . . C D E F
W 13N A B C D E F
W 14N A B C D E F
E W 15N . . . . . .
Seat Request: 7A
Reserve
Close

FIG. 6G

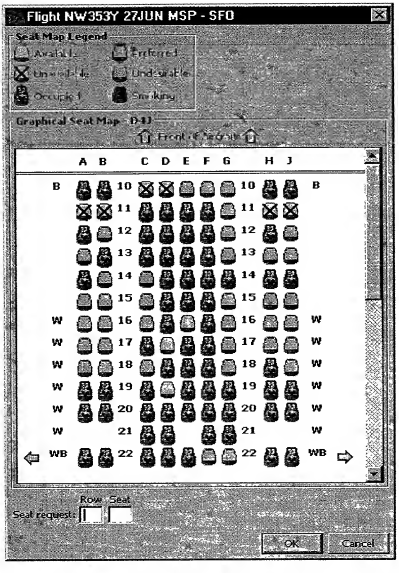

Flight NW353Y 27JUN MSP - SFO
Seat Map Legend
Available
Preferred
Unavailable
Undesirable
Occupied
Smoking
Graphical Seat Map - D-II
Front of Aircraft
A B C D E F G H J
B 10 10 B
11 11
12 12
13 13
14 14
15 15
W 16 16 W
W 17 17 W
W 18 18 W
W 19 19 W
W 20 20 W
W 21 21 W
WB 22 22 WB
Seat request:
Row
Seat
OK
Cancel

FIG 6H

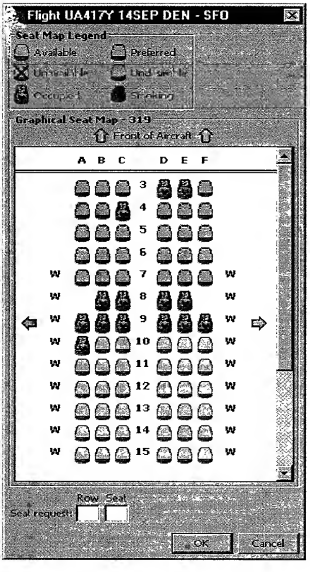

Flight UA417Y 14SEP DEN - SFO
Seat Map Legend
Available
Preferred
Graphical Seat Map - 319
Front of Aircraft
A B C D E F
3
4
5
6
7
8
9
10
11
12
13
14
15
W
Row Seat
Seat request:
OK
Cancel

FIG. 6I

Screen: 'Edit Compare Fare Window'

FIG. 6J

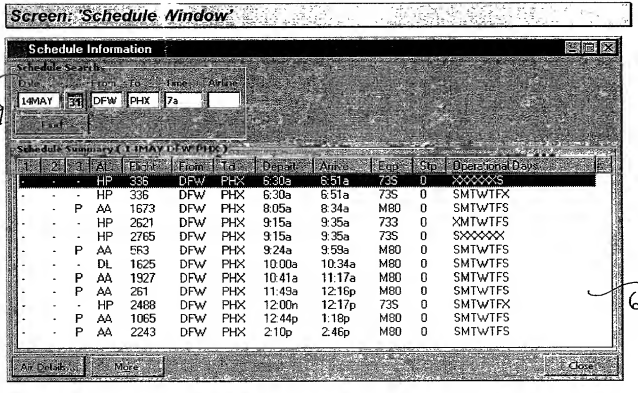

Screen: 'Schedule Window'
Schedule Information
Schedule Search
Date
From
To
Time
Airline
1#MAY
DFW
PHX
7a
Find
629
Schedule Summary (1 #MAY) DFW PHX)
1
2
3
Al
Flight
From
To
Depart
Arrive
Equip
Stp
Operational Days
HP 336 DFW PHX 6:30a 6:51a 73S 0 XXXXXS
HP 336 DFW PHX 6:30a 6:51a 73S 0 SMTWTFX
P AA 1673 DFW PHX 8:05a 8:34a M80 0 SMTWTFS
HP 2621 DFW PHX 9:15a 9:35a 733 0 XMTWTFS
HP 2765 DFW PHX 9:15a 9:35a 73S 0 SXXXXXX
P AA 583 DFW PHX 9:24a 9:59a M80 0 SMTWTFS
DL 1625 DFW PHX 10:00a 10:34a M80 0 SMTWTFS
P AA 1927 DFW PHX 10:41a 11:17a M80 0 SMTWTFS
P AA 261 DFW PHX 11:49a 12:16p M80 0 SMTWTFS
HP 2488 DFW PHX 12:00n 12:17p 73S 0 SMTWTFX
P AA 1065 DFW PHX 12:44p 1:18p M80 0 SMTWTFS
P AA 2243 DFW PHX 2:10p 2:46p M80 0 SMTWTFS
630
Air Details
More
Close

FIG. 6K

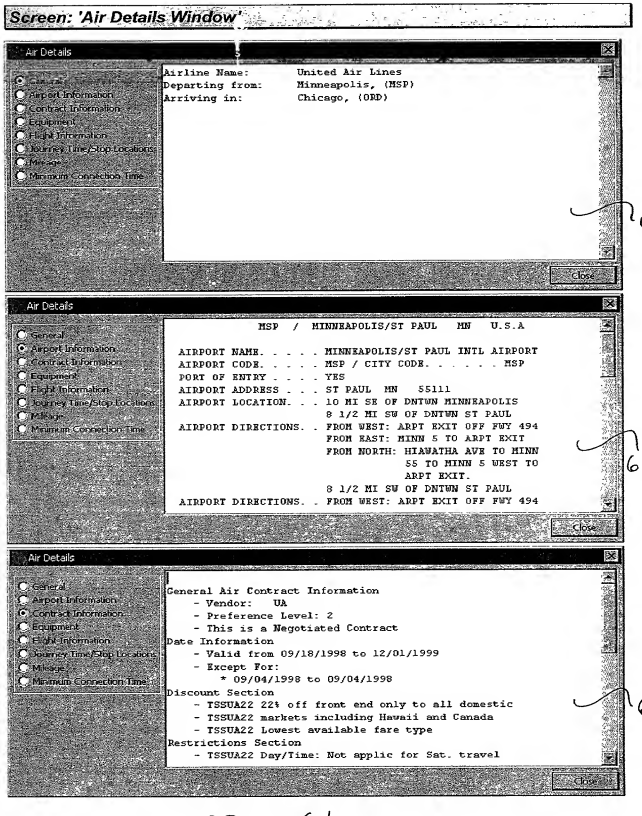

Screen: 'Air Details Window'
Air Details
General
Airport Information
Contract Information
Equipment
Flight Information
Journey Time/Stop Locations
Mileage
Minimum Connection Time
Airline Name: United Air Lines
Departing from: Minneapolis, (MSP)
Arriving in: Chicago, (ORD)
Close
632
Air Details
MSP / MINNEAPOLIS/ST PAUL MN U.S.A
AIRPORT NAME. . . . . MINNEAPOLIS/ST PAUL INTL AIRPORT
AIRPORT CODE. . . . . MSP / CITY CODE. . . . . MSP
PORT OF ENTRY . . . . YES
AIRPORT ADDRESS . . . ST PAUL MN 55111
AIRPORT LOCATION. . . 10 MI SE OF DNTWN MINNEAPOLIS
8 1/2 MI SW OF DNTWN ST PAUL
AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FWY 494
FROM EAST: MINN 5 TO ARPT EXIT
FROM NORTH: HIAWATHA AVE TO MINN
55 TO MINN 5 WEST TO
ARPT EXIT.
8 1/2 MI SW OF DNTWN ST PAUL
AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FWY 494
Close
634
Air Details
General Air Contract Information
- Vendor: UA
- Preference Level: 2
- This is a Negotiated Contract
Date Information
- Valid from 09/18/1998 to 12/01/1999
- Except For:
* 09/04/1998 to 09/04/1998
Discount Section
- TSSUA22 22% off front end only to all domestic
- TSSUA22 markets including Hawaii and Canada
- TSSUA22 Lowest available fare type
Restrictions Section
- TSSUA22 Day/Time: Not applic for Sat. travel
Close
636

FIG. 6L

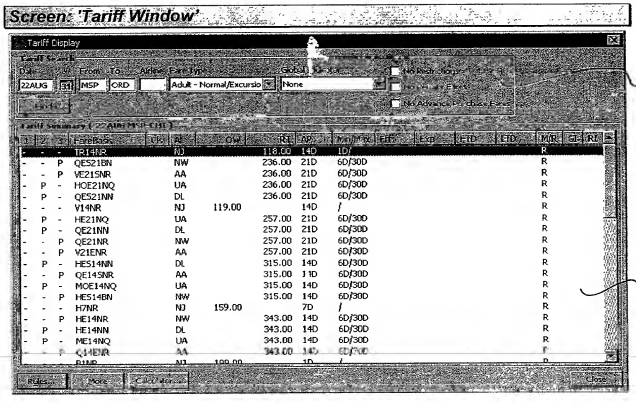


FIG. 6M

Screen: 'Recap Wrap-up Window'

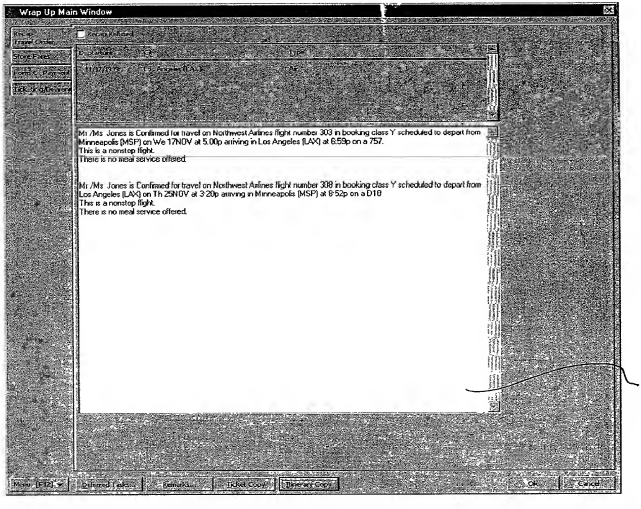


FIG 6N

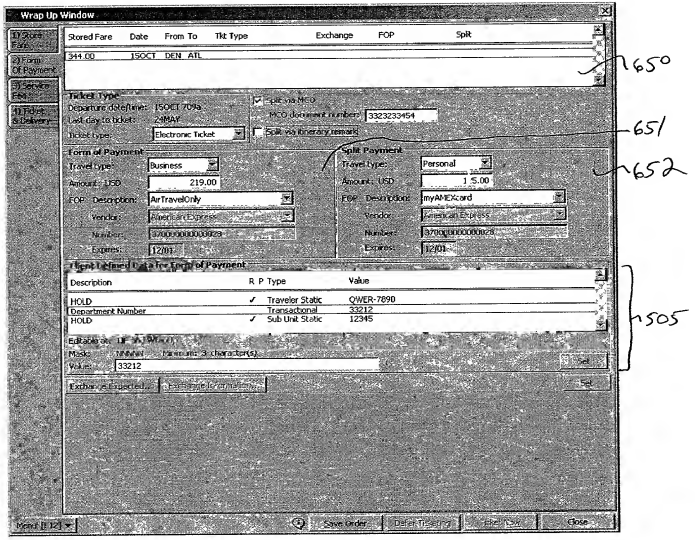

Wrap Up Window
Stored Fare
Date
From To
Tkt Type
Exchange
FOP
Split
344.00
15OCT
DEN
ATL
1650
Ticket Type
Split via MCO
MCO document number:
3323233454
Departure date/time:
15OCT 705a
Last day to ticket:
24MAY
Split via itinerary remark
Ticket type:
Electronic Ticket
651
Form of Payment
Split Payment
Travel type:
Business
Travel type:
Personal
652
Amount, USD
219.00
Amount, USD
15.00
FOP Description:
AirTravelOnly
FOP Description:
myAMEXcard
Vendor:
American Express
Vendor:
American Express
Number:
Expires:
12/01
Number:
Expires:
12/01
Description
R P Type
Value
HOLD
Traveler Static
QWER-7890
Department Number
Transactional
33212
HOLD
Sub Unit Static
12345
1505
Mask:
Value:
33212
Save Order
Close

FIG. 6Q

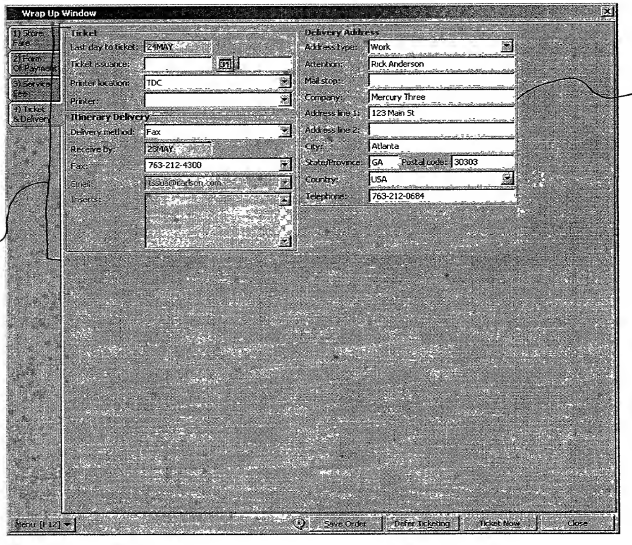

Wrap Up Window
1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery
Ticket
Last day to ticket:
29MAY
Ticket issuance:
Printer location:
TDC
Printer:
Itinerary Delivery
Delivery method:
Fax
Receive By:
29MAY
Fax:
763-212-4300
Email:
Inserts:
Delivery Address
Address type:
Work
Attention:
Rick Anderson
Mail stop:
Company:
Mercury Three
Address line 1:
123 Main St
Address line 2:
City:
Atlanta
State/Province:
GA
Postal code:
30303
Country:
USA
Telephone:
763-212-0684
Save Order
Price Ticketing
Ticket Now
Close
658
650

FIG. 6P

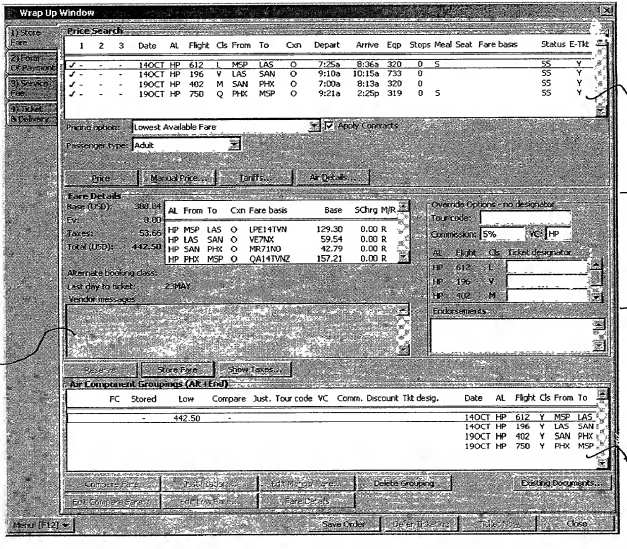

Wrap Up Window
Price Search
Lowest Available Fare
Apply Contracts
Adult
Price
Manual Price...
Tariffs...
Air Details...
Fare Details
Base (USD): 380.84
Fee: 0.00
Taxes: 53.66
Total (USD): 442.50
Alternate Booking class:
Last day to ticket: 23MAY
Vendor messages:
Override Options - no designator
Tour code:
Commission: 5%
VC: HP
Endorsements:
Store Fare
Show Taxes...
Air Component Groupings (Alt+End)
Save Order
Close
614
618
611
613

FIG. 6Q

Screen: 'Ticket Copy Window'

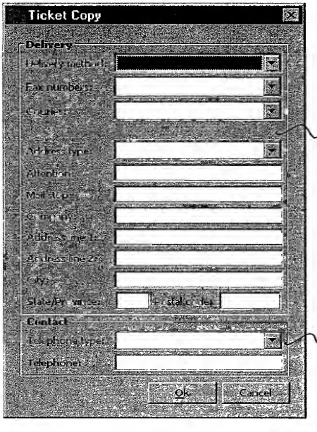


FIG. 6R

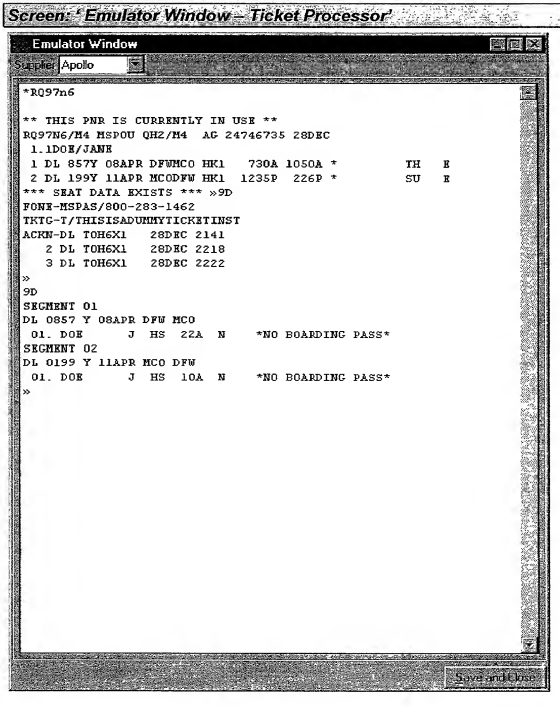

Screen: ' Emulator Window – Ticket Processor'
Emulator Window
Supplier: Apollo
*RQ97N6
** THIS PNR IS CURRENTLY IN USE **
RQ97N6/M4 MSPOU QHZ/M4 AG 24746735 28DEC
1.1DOE/JANE
1 DL 857Y 08APR DFWMCO HK1 730A 1050A * TH E
2 DL 199Y 11APR MCODFW HK1 1235P 226P * SU E
*** SEAT DATA EXISTS *** »9D
FONE-MSPAS/800-283-1462
TKTG-T/THISISADUMMYTICKETINST
ACKN-DL TOH6X1 28DEC 2141
2 DL TOH6X1 28DEC 2218
3 DL TOH6X1 28DEC 2222
»
9D
SEGMENT 01
DL 0857 Y 08APR DFW MCO
01. DOE J HS 22A N *NO BOARDING PASS*
SEGMENT 02
DL 0199 Y 11APR MCO DFW
01. DOE J HS 10A N *NO BOARDING PASS*
»
Save and Close

FIG. 6S

Screen: ' Emulator Window – Travel Counselor'

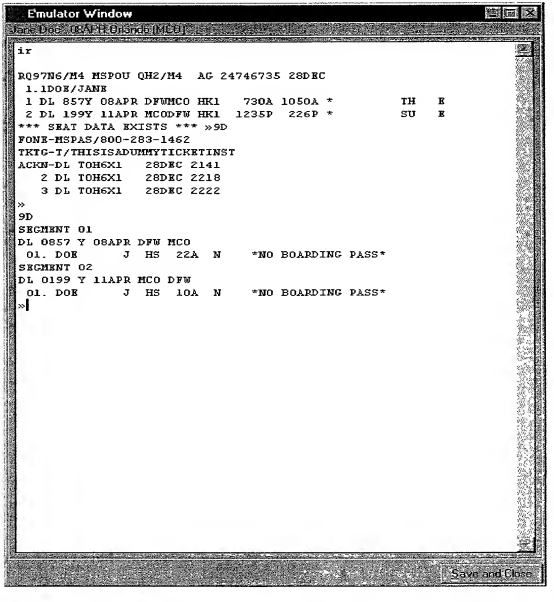


FIG. 6T

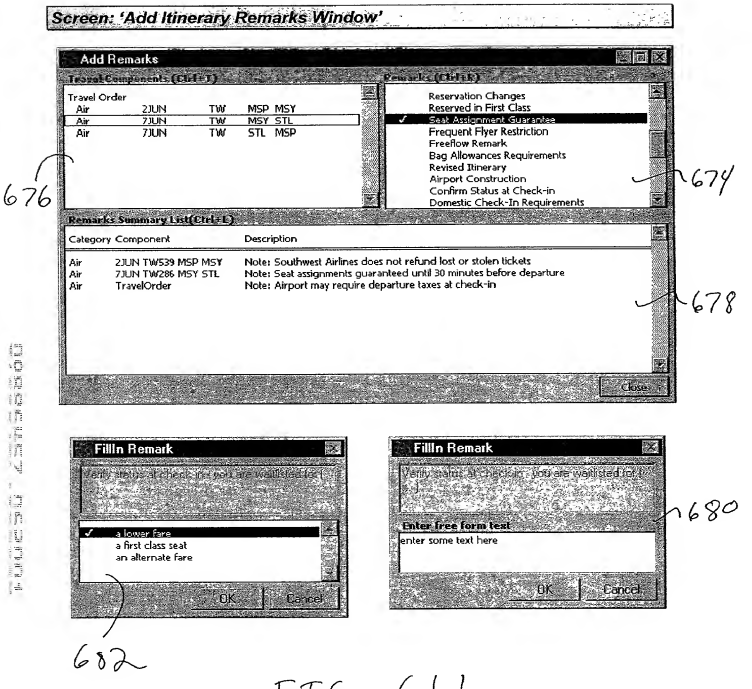

Screen: 'Add Itinerary Remarks Window'
Add Remarks
Travel Components (Ctrl+T)
Travel Order
Air 2JUN TW MSP MSY
Air 7JUN TW MSY STL
Air 7JUN TW STL MSP
Remarks (Ctrl+R)
Reservation Changes
Reserved in First Class
Seat Assignment Guarantee
Frequent Flyer Restriction
Freeflow Remark
Bag Allowances Requirements
Revised Itinerary
Airport Construction
Confirm Status at Check-in
Domestic Check-In Requirements
Remarks Summary List(Ctrl+L)
Category Component Description
Air 2JUN TW539 MSP MSY Note: Southwest Airlines does not refund lost or stolen tickets
Air 7JUN TW286 MSY STL Note: Seat assignments guaranteed until 30 minutes before departure
Air TravelOrder Note: Airport may require departure taxes at check-in
Close
676
674
678
FillIn Remark
a lower fare
a first class seat
an alternate fare
OK
Cancel
682
FillIn Remark
Enter free form text
enter some text here
OK
Cancel
680

FIG. 6U

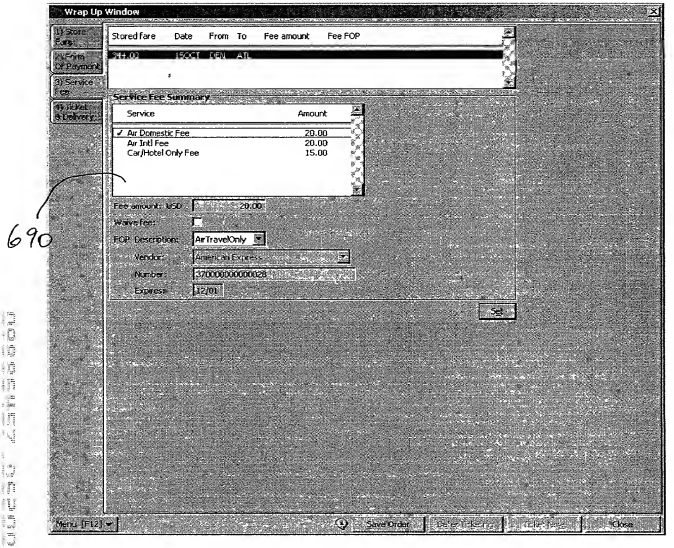

Wrap Up Window
Stored fare
Date
From
To
Fee amount
Fee FOP
Service Fee Summary
Service
Amount
Air Domestic Fee
20.00
Air Intl Fee
20.00
Car/Hotel Only Fee
15.00
Fee amount: USD
20.00
Waive fee:
FOP Description:
AirTravelOnly
Vendor:
American Express
Number:
370000000000028
Express:
12/01
690

FIG. 6V

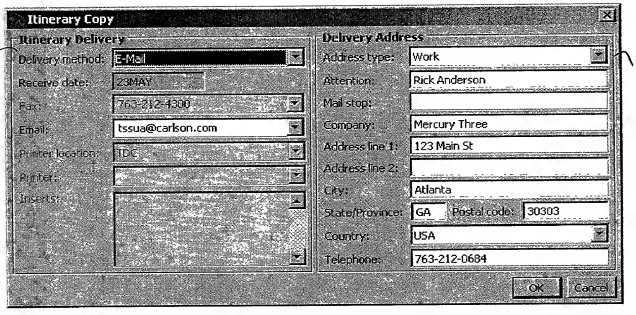

Itinerary Copy
Itinerary Delivery
Delivery method: E-Mail
Receive date: 23MAY
Fax: 763-212-4300
Email: tssua@carlson.com
Printer location: TDC
Printer:
Inserts:
Delivery Address
Address type: Work
Attention: Rick Anderson
Mail stop:
Company: Mercury Three
Address line 1: 123 Main St
Address line 2:
City: Atlanta
State/Province: GA
Postal code: 30303
Country: USA
Telephone: 763-212-0684
OK
Cancel
694
692

FIG. 6W

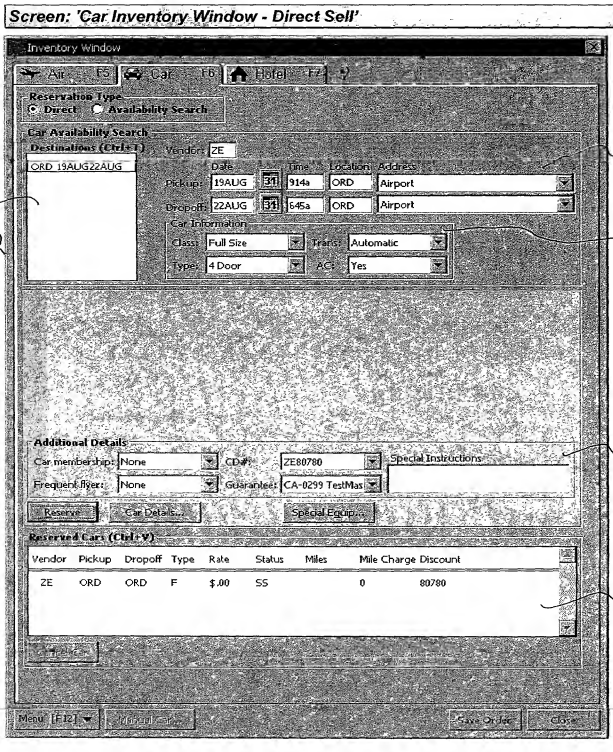

Screen: 'Car Inventory Window - Direct Sell'
700
Inventory Window
Air F5
Car F6
Hotel F7
Reservation Type
Direct
Availability Search
Car Availability Search
Destinations (Ctrl+L)
ORD 19AUG22AUG
Vendors ZE
Date
Time
Location
Address
Pickup: 19AUG 914a ORD Airport
Dropoff: 22AUG 645a ORD Airport
Car Information
Class: Full Size
Trans: Automatic
Type: 4 Door
AC: Yes
Additional Details
Car membership: None
CDP#: ZE80780
Special Instructions
Frequent flyer: None
Guarantee: CA-0299 TestMas
Reserve
Car Details...
Special Equip...
Reserved Cars (Ctrl+V)
Vendor Pickup Dropoff Type Rate Status Miles Mile Charge Discount
ZE ORD ORD F $.00 SS 0 80780
Menu [F12]
Save Order
Close
702
704
706
708
710

FIG. 7A

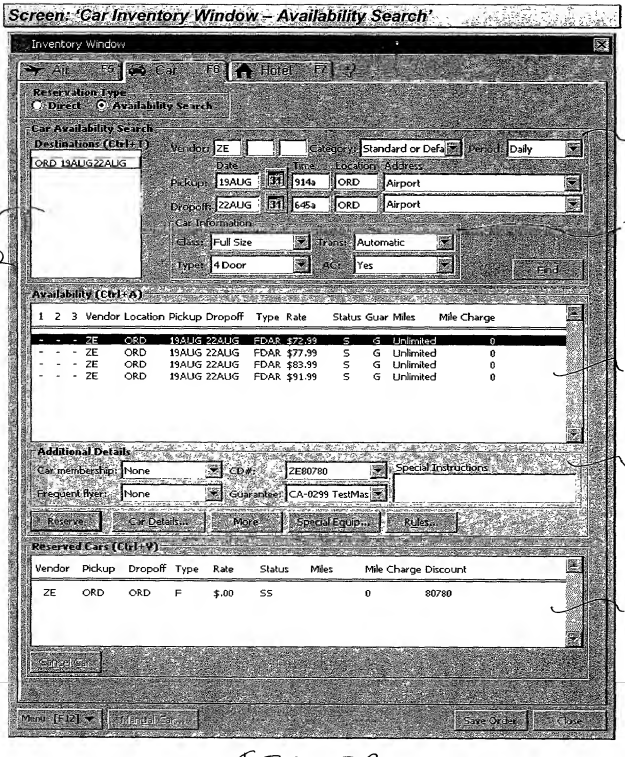

Screen: 'Car Inventory Window – Availability Search'
Inventory Window
Air F5
Car F6
Hotel F7
Reservation Type
Direct
Availability Search
Car Availability Search
Destinations (Ctrl+D)
ORD 19AUG22AUG
Vendor: ZE
Category: Standard or Defa
Period: Daily
Date
Time
Location
Address
Pickup: 19AUG 9:00a ORD Airport
Dropoff: 22AUG 6:45a ORD Airport
Car Information
Class: Full Size
Trans: Automatic
Type: 4 Door
AC: Yes
Find
Availability (Ctrl+A)
1 2 3 Vendor Location Pickup Dropoff Type Rate Status Guar Miles Mile Charge
- - - ZE ORD 19AUG 22AUG FDAR $72.99 S G Unlimited 0
- - - ZE ORD 19AUG 22AUG FDAR $77.99 S G Unlimited 0
- - - ZE ORD 19AUG 22AUG FDAR $83.99 S G Unlimited 0
- - - ZE ORD 19AUG 22AUG FDAR $91.99 S G Unlimited 0
Additional Details
Car membership: None
CD#: ZE80780
Special Instructions:
Frequent Flyer: None
Guarantee: CA-0299 TestMas
Reserve...
C# Details...
More...
Special Equip...
Rules...
Reserved Cars (Ctrl+V)
Vendor Pickup Dropoff Type Rate Status Miles Mile Charge Discount
ZE ORD ORD F $.00 SS 0 80780
Cancel Car
Menu [F12]
Print All Cars...
Save Order...
Close
714
706
702
712
708
710

FIG. 7B

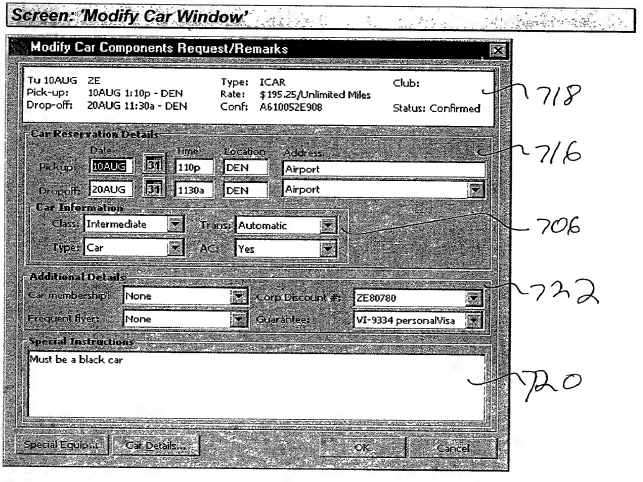

Screen: 'Modify Car Window'
Modify Car Components Request/Remarks
Tu 10AUG ZE
Pick-up: 10AUG 1:10p - DEN
Drop-off: 20AUG 11:30a - DEN
Type: ICAR
Rate: $195.25/Unlimited Miles
Confi: A610052E908
Club:
Status: Confirmed
718
Car Reservation Details
Date
Time
Location
Address
Pickup: 10AUG 31 110p DEN Airport
Dropoff: 20AUG 31 1130a DEN Airport
716
Car Information
Class: Intermediate
Trans: Automatic
Type: Car
AC: Yes
706
Additional Details
Car membership: None
Corp Discount #: ZE80780
Frequent flyer: None
Guarantee: VI-9334 personalVisa
722
Special Instructions
Must be a black car
720
Special Equip...
Car Details...
OK
Cancel

FIG. 7C

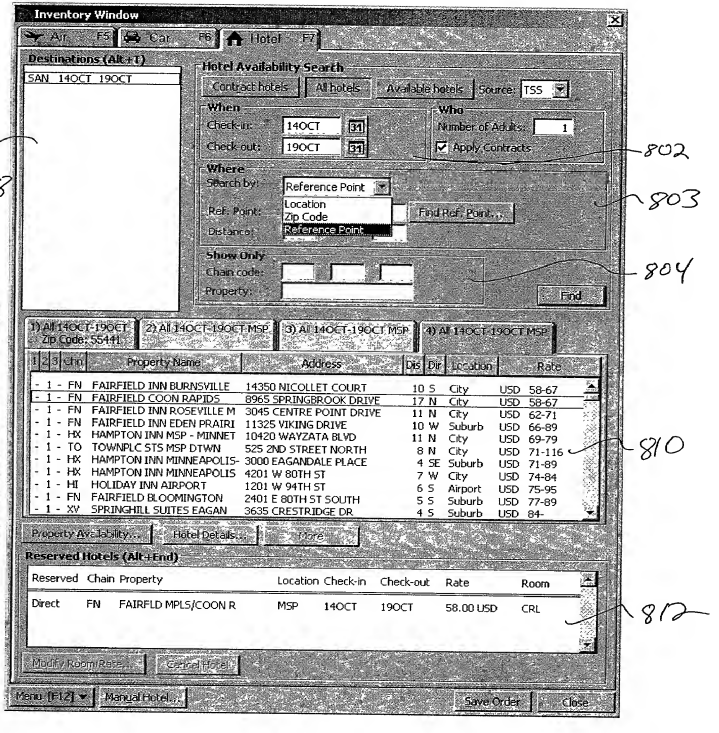

Inventory Window
Air F5
Car F6
Hotel F7
Destinations (Alt+t)
SAN 14OCT 19OCT
Hotel Availability Search
Contract hotels
All hotels
Available hotels
Source: TSS
When
Check-in: 14OCT
Check-out: 19OCT
Who
Number of Adults: 1
Apply Contracts
Where
Search by: Reference Point
Location
Zip Code
Reference Point
Ref. Point:
Distance:
Find Ref. Point...
Show Only
Chain code:
Property:
Find
1) All 14OCT-19OCT Zip Code: 55441
2) All 14OCT-19OCT MSP
3) All 14OCT-19OCT MSP
4) All 14OCT-19OCT MSP
Property Name
Address
Dis
Dir
Location
Rate
- 1 - FN FAIRFIELD INN BURNSVILLE 14350 NICOLLET COURT 10 S City USD 58-67
- 1 - FN FAIRFIELD COON RAPIDS 8965 SPRINGBROOK DRIVE 17 N City USD 58-67
- 1 - FN FAIRFIELD INN ROSEVILLE M 3045 CENTRE POINT DRIVE 11 N City USD 62-71
- 1 - FN FAIRFIELD INN EDEN PRAIRI 11325 VIKING DRIVE 10 W Suburb USD 66-89
- 1 - HX HAMPTON INN MSP - MINNET 10420 WAYZATA BLVD 11 N City USD 69-79
- 1 - TO TOWNPLC STS MSP DTWN 525 2ND STREET NORTH 8 N City USD 71-116
- 1 - HX HAMPTON INN MINNEAPOLIS- 3000 EAGANDALE PLACE 4 SE Suburb USD 71-89
- 1 - HX HAMPTON INN MINNEAPOLIS 4201 W 80TH ST 7 W City USD 74-84
- 1 - HI HOLIDAY INN AIRPORT 1201 W 94TH ST 6 S Airport USD 75-95
- 1 - FN FAIRFIELD BLOOMINGTON 2401 E 80TH ST SOUTH 5 S Suburb USD 77-89
- 1 - XV SPRINGHILL SUITES EAGAN 3635 CRESTRIDGE DR 4 S Suburb USD 84-
Property Availability...
Hotel Details...
More
Reserved Hotels (Alt+End)
Reserved Chain Property Location Check-in Check-out Rate Room
Direct FN FAIRFLD MPLS/COON R MSP 14OCT 19OCT 58.00 USD CRL
Modify Room Rate...
Cancel Hotel
Menu [F12]
Manual Hotel...
Save Order
Close
808
802
803
804
810
812

FIG. 8A

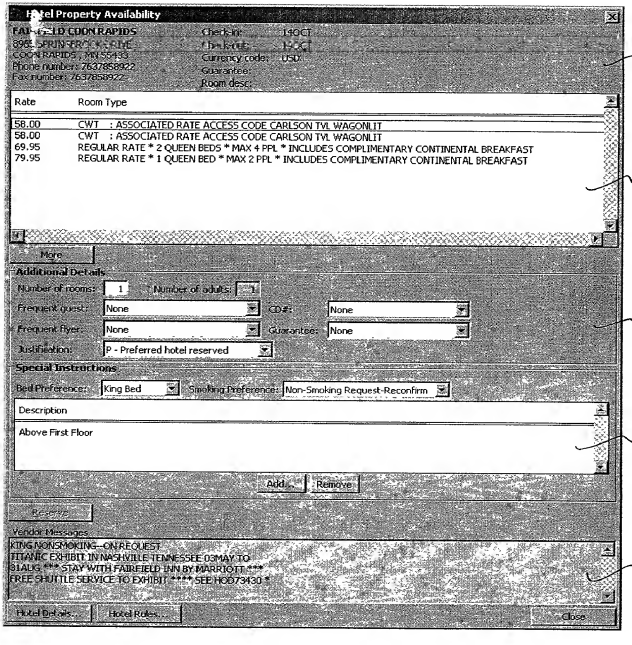

Hotel Property Availability
FAIRFIELD COON RAPIDS
8985 SPRINGBROOK DR NW
COON RAPIDS, MN 55433
Phone number: 7637858922
Fax number: 7637858922
Check-in:
Check-out:
Currency code:
Guarantee:
Room desc:
Rate
Room Type
58.00 CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
58.00 CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
69.95 REGULAR RATE * 2 QUEEN BEDS * MAX 4 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
79.95 REGULAR RATE * 1 QUEEN BED * MAX 2 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
More
Additional Details
Number of rooms: 1
Number of adults:
Frequent guest:
None
CD#:
None
Frequent flyer:
None
Guarantee:
None
Justification:
P - Preferred hotel reserved
Special Instructions
Bed Preference:
King Bed
Smoking Preference:
Non-Smoking Request-Reconfirm
Description
Above First Floor
Add...
Remove
Reserve
Vendor Messages
KING NONSMOKING - ON REQUEST
TITANIC EXHIBIT IN NASHVILLE TENNESSEE 03MAY TO
31AUG *** STAY WITH FAIRFIELD INN BY MARRIOTT ***
FREE SHUTTLE SERVICE TO EXHIBIT **** SEE HO0734J0 *
Hotel Details
Hotel Rates
Close
813
814
818
816
817

FIG. 8B

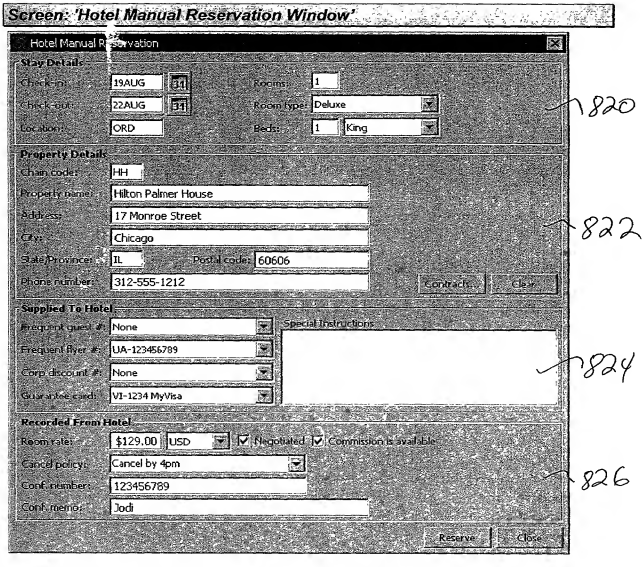

Screen: 'Hotel Manual Reservation Window'
Hotel Manual Reservation
Stay Details:
Check-in:
19AUG
Check-out:
22AUG
Location:
ORD
Rooms:
1
Room type:
Deluxe
Beds:
1
King
820
Property Details:
Chain code:
HH
Property name:
Hilton Palmer House
Address:
17 Monroe Street
City:
Chicago
State/Province:
IL
Postal code:
60606
Phone number:
312-555-1212
Contract
Clear
822
Supplied To Hotel:
Frequent guest #:
None
Frequent flyer #:
UA-123456789
Corp discount #:
None
Guarantee card:
VI-1234 MyVisa
Special Instructions
824
Recorded From Hotel:
Room rate:
$129.00
USD
Negotiated
Commission is available
Cancel policy:
Cancel by 4pm
Conf. number:
123456789
Confirmed:
Jodi
826
Reserve
Close

FIG. 8C

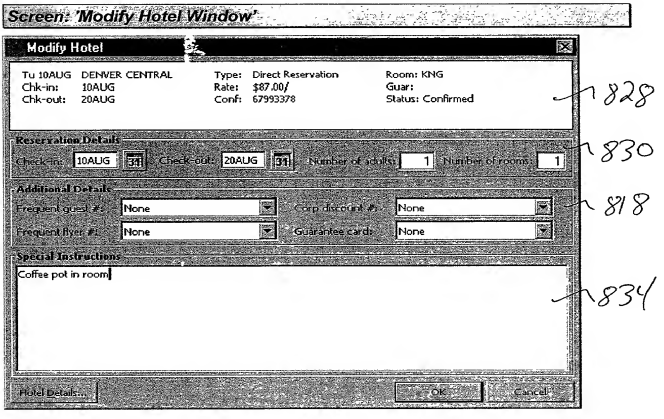

Screen: 'Modify Hotel Window'
Modify Hotel
Tu 10AUG DENVER CENTRAL
Chk-in: 10AUG
Chk-out: 20AUG
Type: Direct Reservation
Rate: $87.00/
Conf: 67993378
Room: KNG
Guar:
Status: Confirmed
828
Reservation Details
Check-in: 10AUG
Check-out: 20AUG
Number of adults: 1
Number of rooms: 1
830
Additional Details
Frequent guest #:
Frequent flyer #:
None
Corp discount #:
Guarantee cards:
818
Special Instructions
Coffee pot in room
834
Hotel Details...
OK
Cancel

FIG. 8D

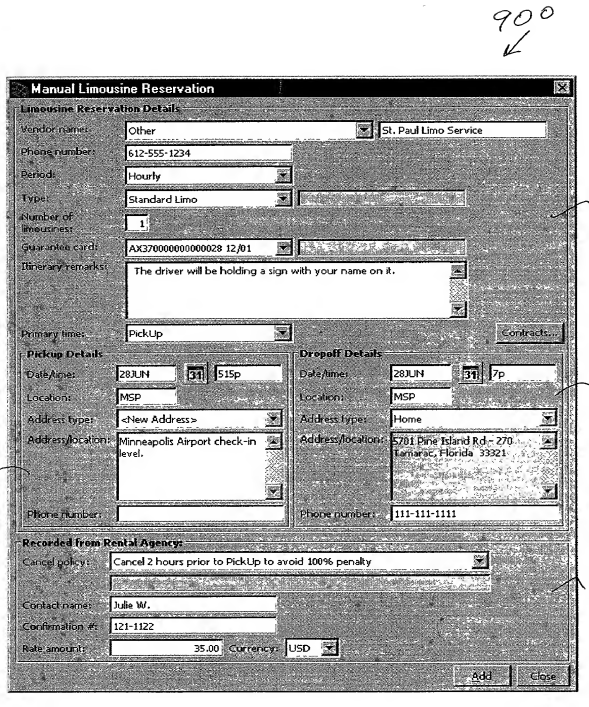

900
Manual Limousine Reservation
Limousine Reservation Details
Vendor name:
Other
St. Paul Limo Service
Phone number:
612-555-1234
Period:
Hourly
Type:
Standard Limo
Number of limousines:
1
Guarantee card:
AX370000000000028 12/01
Itinerary remarks:
The driver will be holding a sign with your name on it.
910
Primary times:
PickUp
Contracts...
Pickup Details
Date/time:
28JUN
31
515p
Location:
MSP
Address type:
<New Address>
Address/location:
Minneapolis Airport check-in level.
914
Phone number:
Dropoff Details
Date/time:
28JUN
31
7p
Location:
MSP
912
Address type:
Home
Address/location:
5701 Pine Island Rd.- 270
Tamarac, Florida 33321
Phone number:
111-111-1111
Recorded from Rental Agency:
Cancel policy:
Cancel 2 hours prior to PickUp to avoid 100% penalty
916
Contact name:
Julie W.
Confirmation #:
121-1122
Rate amount:
35.00
Currency:
USD
Add
Close

FIG. 9

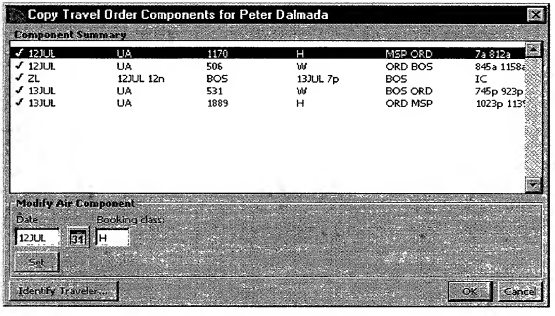

Copy Travel Order Components for Peter Dalmada
Component Summary
✓ 12JUL UA 1170 H MSP ORD 7a 812a
✓ 12JUL UA 506 W ORD BOS 845a 1158a
✓ ZL 12JUL 12n BOS 13JUL 7p BOS IC
✓ 13JUL UA 531 W BOS ORD 745p 923p
✓ 13JUL UA 1889 H ORD MSP 1023p 115
Modify Air Component
Date
Booking class
12JUL
31
H
Set
Identify Traveler...
OK
Cancel

FIG. 10

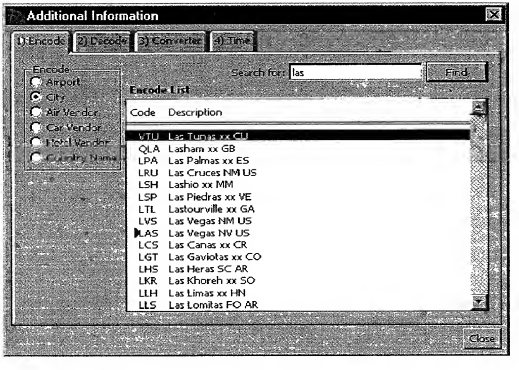

Additional Information
1) Encode
2) Decode
3) Converter
4) Time
Encode
Airport
City
Air Vendor
Car Vendor
Hotel Vendor
Country Name
Search for: las
Find
Encode List
Code Description
VTU Las Tunas xx CU
QLA Lasham xx GB
LPA Las Palmas xx ES
LRU Las Cruces NM US
LSH Lashio xx MM
LSP Las Piedras xx VE
LTL Lastourville xx GA
LVS Las Vegas NM US
LAS Las Vegas NV US
LCS Las Canas xx CR
LGT Las Gaviotas xx CO
LHS Las Heras SC AR
LKR Las Khoreh xx SO
LLH Las Limas xx HN
LLS Las Lomitas FO AR
Close

FIG. 11A

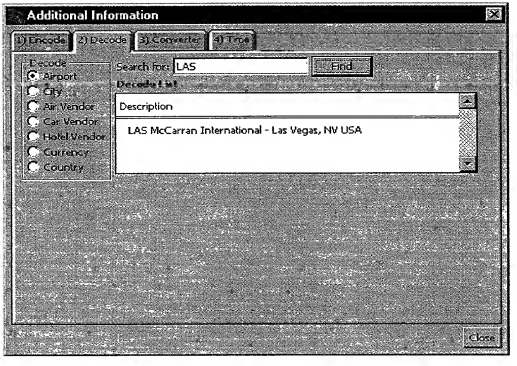

Additional Information
1) Encode
2) Decode
3) Convert
4) Time
Decode
Airport
City
Air Vendor
Car Vendor
Hotel Vendor
Currency
Country
Search for: LAS
Find
Description
LAS McCarran International - Las Vegas, NV USA
Close

FIG. 11B

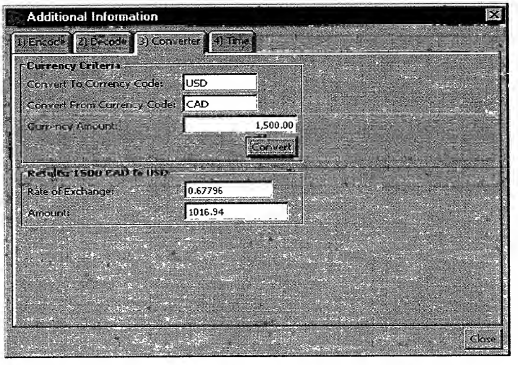

Additional Information
1) Encode
2) Decode
3) Converter
4) Time
Currency Criteria
Convert To Currency Code:
USD
Convert From Currency Code:
CAD
Currency Amount:
1,500.00
Convert
Results: 1500 CAD to USD
Rate of Exchange:
0.67796
Amount:
1016.94
Close

FIG. 11C

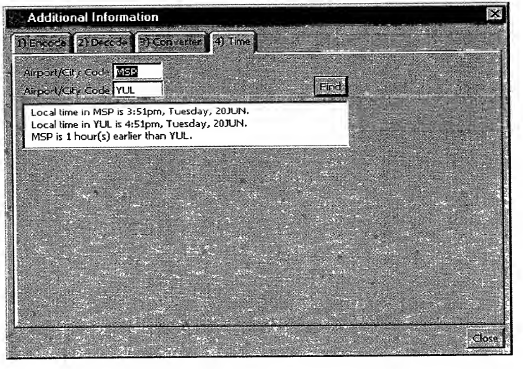

Additional Information
1) En-code
2) De-code
3) Con-earlier
4) Time
Airport/City Code: MSP
Airport/City Code: YUL
Find
Local time in MSP is 3:51pm, Tuesday, 20JUN.
Local time in YUL is 4:51pm, Tuesday, 20JUN.
MSP is 1 hour(s) earlier than YUL.
Close

FIG. 11D

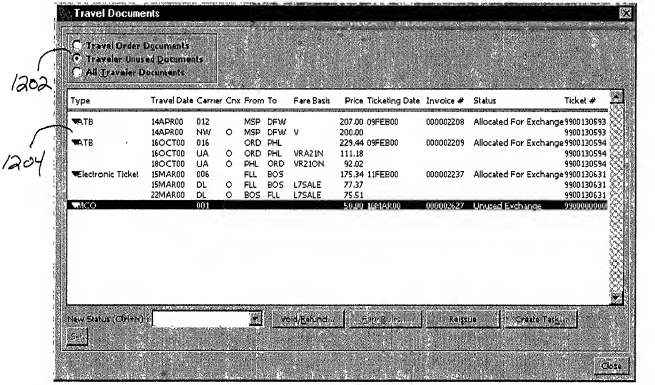
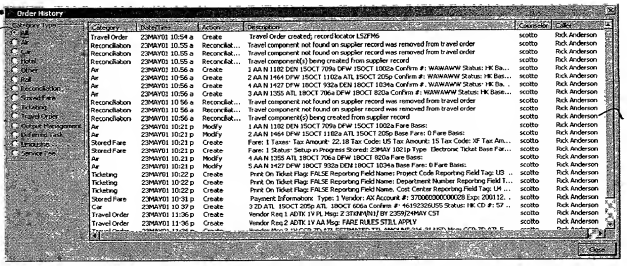

Travel Documents
Travel Order Documents
Traveler Unused Documents
All Traveler Documents
1202
1204
Type
Travel Date
Carrier
Cnx
From
To
Fare Basis
Price
Ticketing Date
Invoice #
Status
Ticket #
ATB 14APR00 012 MSP DFW 207.00 09FEB00 000002208 Allocated For Exchange 9900130593
14APR00 NW O MSP DFW V 200.00 9900130593
ATB 16OCT00 016 ORD PHL 229.44 09FEB00 000002209 Allocated For Exchange 9900130594
16OCT00 UA O ORD PHL VRA2IN 111.18 9900130594
18OCT00 UA O PHL ORD VR21ON 92.02 9900130594
Electronic Ticket 15MAR00 006 FLL BOS 175.34 11FEB00 000002237 Allocated For Exchange 9900130631
15MAR00 DL O FLL BOS L7SALE 77.37 9900130631
22MAR00 DL O BOS FLL L7SALE 75.51 9900130631
MCO 001 50.00 16MAR00 0000026.27 Unused Exchange 9900000000
New Status (Client)
Void/Refund...
Reissue
Create Tasks...
Set
Close

FIG. 12A



1268

1206

FIG. 12B

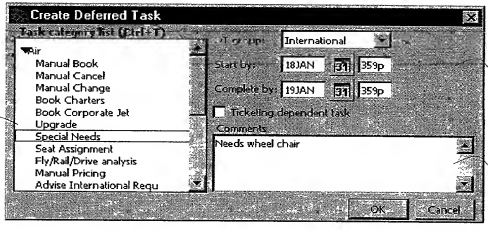

Create Deferred Task
Task category list (Ctrl+T)
Air
Manual Book
Manual Cancel
Manual Change
Book Charters
Book Corporate Jet
Upgrade
Special Needs
Seat Assignment
Fly/Rail/Drive analysis
Manual Pricing
Advise International Requ
International
Start by:
18JAN
31
359p
Complete by:
19JAN
31
359p
Ticketing dependent task
Comments
Needs wheel chair
OK
Cancel
1302
1304
1306

FIG. 13A

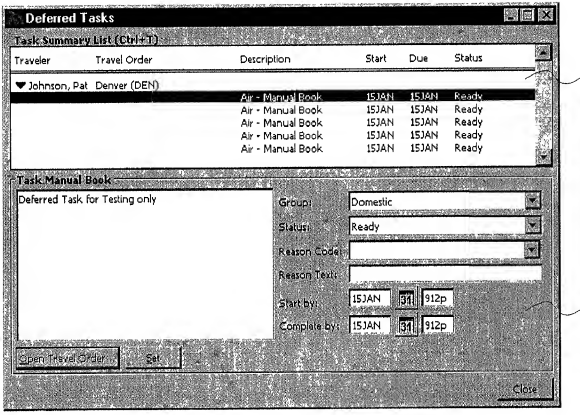

Deferred Tasks
Task Summary List (Ctrl+T)
Traveler
Travel Order
Description
Start
Due
Status
Johnson, Pat Denver (DEN)
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Task Manual Book
Deferred Task for Testing only
Group: Domestic
Status: Ready
Reason Code:
Reason Text:
Start by: 15JAN 912p
Complete by: 15JAN 912p
Open Travel Order
Set
Close
1308
1310

FIG. 13B

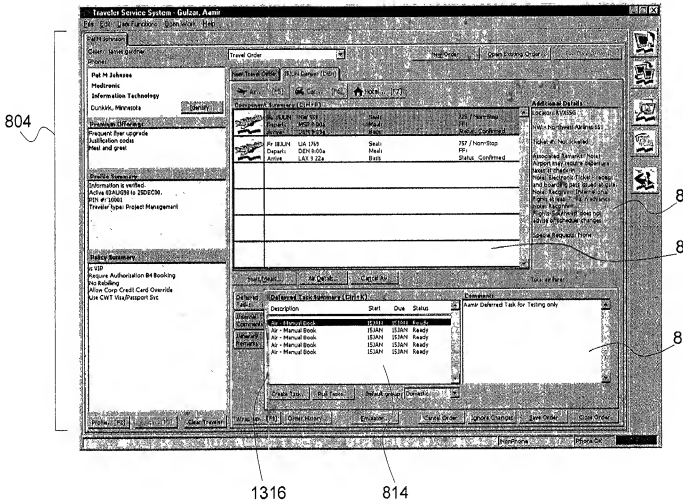


FIG. 13C

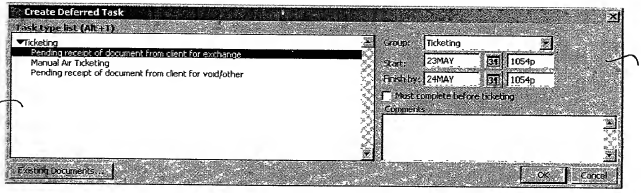

Create Deferred Task
Task type list (Alt+1)
Ticketing
Pending receipt of document from client for exchange
Manual Air Ticketing
Pending receipt of document from client for void/other
Group: Ticketing
Start: 23MAY 1054p
Finish by: 24MAY 1054p
Must complete before ticketing
Comments
Existing Documents...
OK
Cancel
1320
1324

FIG. 13D

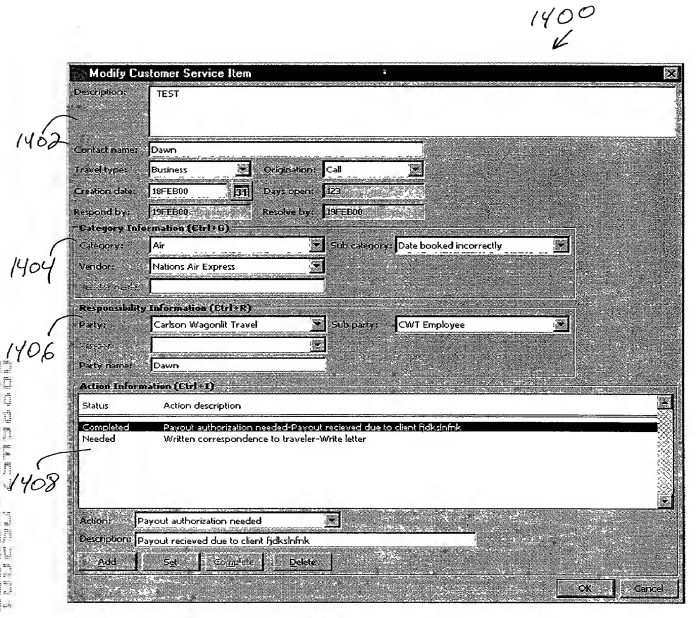

1400
Modify Customer Service Item
Description:
TEST
1402
Contact name:
Dawn
Travel type:
Business
Origination:
Call
Creation date:
19FEB00
Days open:
123
Respond by:
19FEB00
Resolve by:
19FEB00
Category Information (Ctrl+G)
1404
Category:
Air
Sub category:
Date booked incorrectly
Vendor:
Nations Air Express
Responsibility Information (Ctrl+R)
1406
Party:
Carlson Wagonlit Travel
Sub party:
CWT Employee
Party name:
Dawn
Action Information (Ctrl+I)
Status
Action description
Completed
Payout authorization needed-Payout recieved due to client fjdkslnfnk
Needed
Written correspondence to traveler-Write letter
1408
Action:
Payout authorization needed
Description:
Payout recieved due to client fjdkslnfnk
Add
Set
Complete
Delete
OK
Cancel

FIG. 14

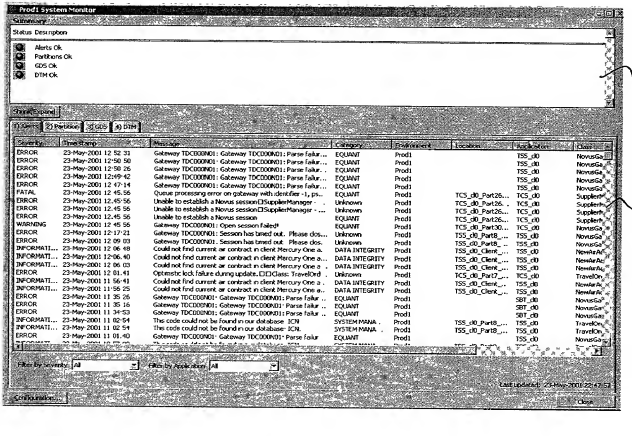

ProdI System Monitor
Gateway
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok
1502
1504

FIG. 15A

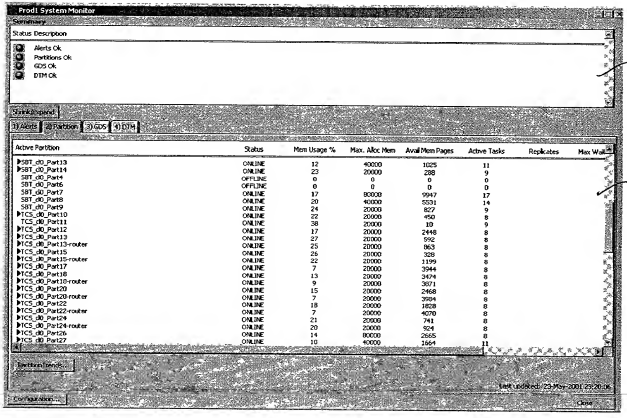
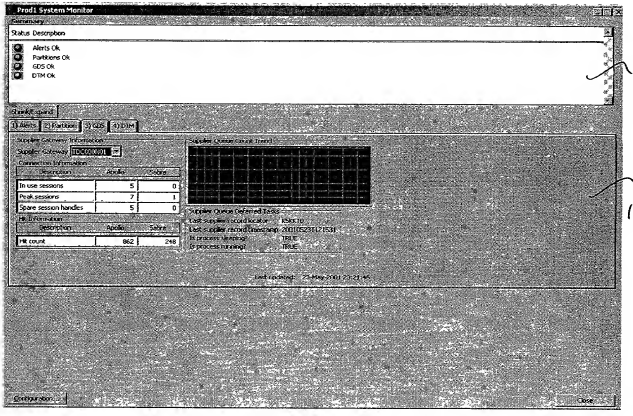

Prod1 System Monitor
Summary
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok
1502
1512
Active Partition
Status
Mem Usage %
Max. Alloc Mem
Avail Mem Pages
Active Tasks
Replicates
SBT_d0_Part13 ONLINE 12 40000 1025 11
SBT_d0_Part14 ONLINE 23 20000 288 9
SBT_d0_Part4 OFFLINE 0 0 0 0
SBT_d0_Part6 OFFLINE 0 0 0 0
SBT_d0_Part7 ONLINE 17 80000 9947 17
SBT_d0_Part8 ONLINE 20 40000 5031 14
SBT_d0_Part9 ONLINE 24 20000 827 9
TCS_d0_Part10 ONLINE 22 20000 450 8
TCS_d0_Part11 ONLINE 38 20000 10 9
TCS_d0_Part12 ONLINE 17 20000 2448 8
TCS_d0_Part13 ONLINE 27 20000 592 8
TCS_d0_Part13-router ONLINE 25 20000 863 8
TCS_d0_Part15 ONLINE 26 20000 328 8
TCS_d0_Part15-router ONLINE 22 20000 1199 8
TCS_d0_Part17 ONLINE 7 20000 3044 8
TCS_d0_Part18 ONLINE 13 20000 3474 8
TCS_d0_Part18-router ONLINE 9 20000 3671 8
TCS_d0_Part20 ONLINE 15 20000 2468 8
TCS_d0_Part20-router ONLINE 7 20000 3994 8
TCS_d0_Part22 ONLINE 18 20000 1828 8
TCS_d0_Part22-router ONLINE 7 20000 4070 8
TCS_d0_Part24 ONLINE 21 20000 741 8
TCS_d0_Part24-router ONLINE 20 20000 924 8
TCS_d0_Part26 ONLINE 14 80000 2665 8
TCS_d0_Part27 ONLINE 10 40000 1664 11
Partition Details...
Configuration...
Close

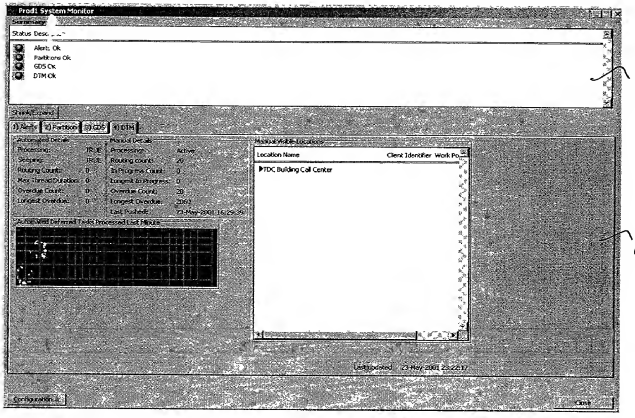
FIG. 15B



1502

1522

FIG. 15C



1502

1532

FIG. 15D

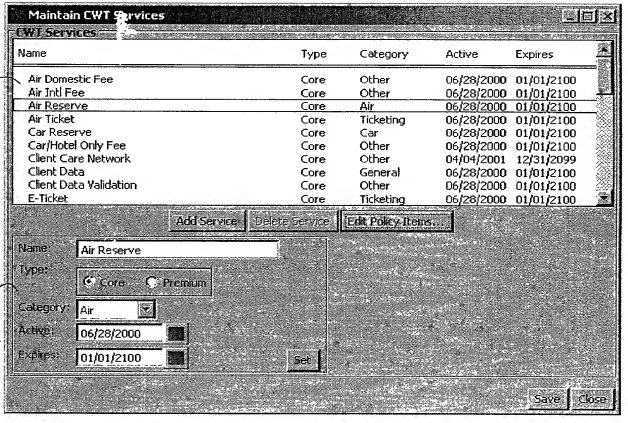

Maintain CWT Services
CWT Services
Name
Type
Category
Active
Expires
Air Domestic Fee Core Other 06/28/2000 01/01/2100
Air Intl Fee Core Other 06/28/2000 01/01/2100
Air Reserve Core Air 06/28/2000 01/01/2100
Air Ticket Core Ticketing 06/28/2000 01/01/2100
Car Reserve Core Car 06/28/2000 01/01/2100
Car/Hotel Only Fee Core Other 06/28/2000 01/01/2100
Client Care Network Core Other 04/04/2001 12/31/2099
Client Data Core General 06/28/2000 01/01/2100
Client Data Validation Core Other 06/28/2000 01/01/2100
E-Ticket Core Ticketing 06/28/2000 01/01/2100
Add Service
Delete Service
Edit Policy Items...
Name: Air Reserve
Type: Core Premium
Category: Air
Active: 06/28/2000
Expires: 01/01/2100
Set
Save
Close
1602
1604

FIG. 16A

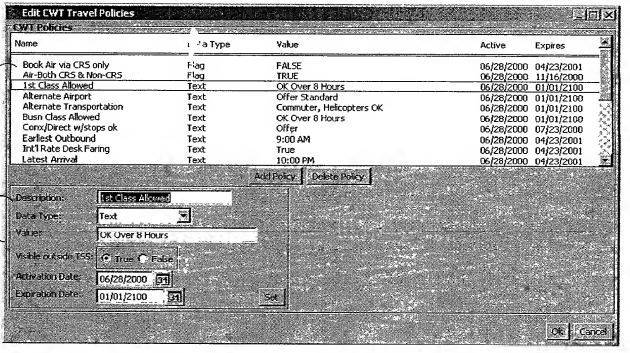

Edit CWT Travel Policies
CWT Policies
Name
Data Type
Value
Active
Expires
Book Air via CRS only
Flag
FALSE
06/28/2000
04/23/2001
Air-Both CRS & Non-CRS
Flag
TRUE
06/28/2000
11/16/2000
1st Class Allowed
Text
OK Over 8 Hours
06/28/2000
01/01/2100
Alternate Airport
Text
Offer Standard
06/28/2000
01/01/2100
Alternate Transportation
Text
Commuter, Helicopters OK
06/28/2000
01/01/2100
Busn Class Allowed
Text
OK Over 8 Hours
06/28/2000
01/01/2100
Conx/Direct w/stops ok
Text
Offer
06/28/2000
07/23/2000
Earliest Outbound
Text
9:00 AM
06/28/2000
04/23/2001
Int'l Rate Desk Faring
Text
True
06/28/2000
04/23/2001
Latest Arrival
Text
10:00 PM
06/28/2000
04/23/2001
Add Policy
Delete Policy
Description:
1st Class Allowed
Data Type:
Text
Value:
OK Over 8 Hours
Visible on Kiosk TSS:
True
False
Activation Date:
06/28/2000
Expiration Date:
01/01/2100
Set
OK
Cancel
1610
1612

FIG. 16B

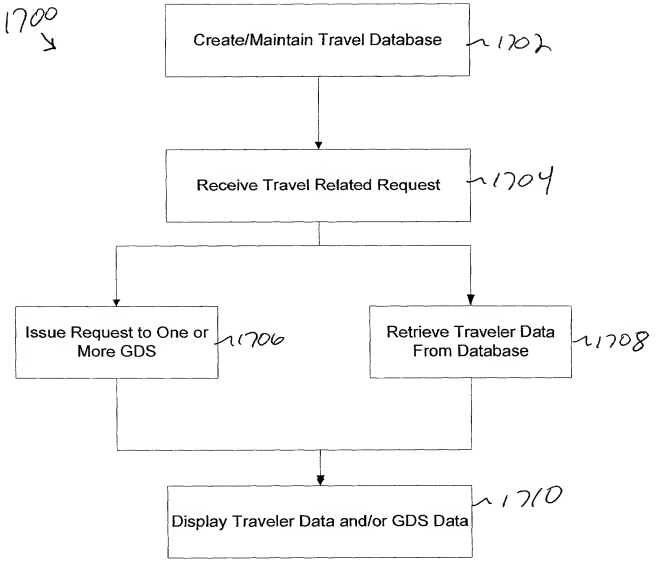

1700
Create/Maintain Travel Database
1702
Receive Travel Related Request
1704
Issue Request to One or More GDS
1706
Retrieve Traveler Data From Database
1708
Display Traveler Data and/or GDS Data
1710

FIG. 17